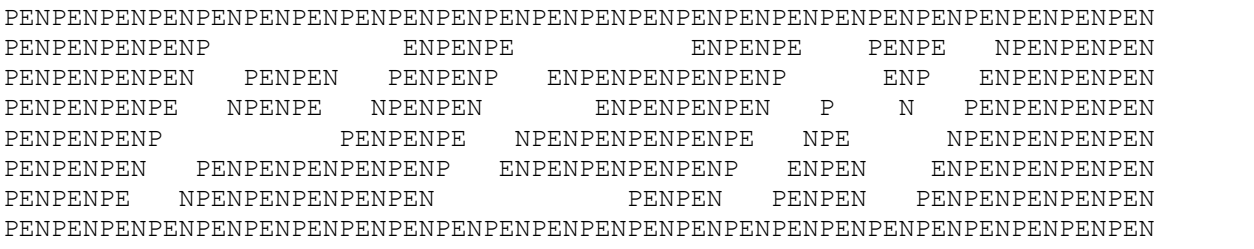

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This is the thirty third edition of the Periodic Electronic Newsletter (PEN) for MCI Mail users assigned to Oppenheimer Software (MCI Mail agency NY4). You may respond to the PEN by typing ANSWER at the COMMAND; line that appears after you read this. This mailbox (218-0241) is toll free - you may write to it as often as you wish, at no charge! (Please note that you may order a toll free mail box - contact Oppenheimer Software for more information.)

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>>>>>>>>>>>>>>>>>>>> NEED ANOTHER MAILBOX? >>>>>>>>>>>>>>>>>>>>

Need another mailbox or account on MCI Mail? Would you like to improve your communications with your trading partners, associates or clients? A SCRIPT called NEWUSER allows you to register new mailboxes or accounts on MCI Mail, or provide a referral for others needing information. To use this feature, at the Command: prompt, type:

CREATE USING NEWUSER

Answer all questions, and follow the instructions at the end of the SCRIPT. You will be notified when the new mailbox/account is active.

The NEWUSER script has been in use for over four years. Hundreds of new accounts set up with the SCRIPT, have been up and running, usually overnight.

Note. . . If you access MCI Mail via Lotus Express, Desktop Express or any of MCI Mail's LINK products, you will need to access MCI Mail via the interactive "terminal" mode.

>>>>>>>>>>>>>>>>>>>>>>>>
PRODUCT INFORMATION FORUM
>>>>>>>>>>>>>>>>>>>>>>>>

Businesses in the know sponsor lunchtime vendor forums. These meetings provide an opportunity for the area managers to become familiar with new services and products in a casual setting without taking time off to visit trade shows.

Managers and employees get a chance to learn about cost saving technologies used in other areas of the company through informal discussions, and question and answer periods.

If you would like to have an MCI Mail representative come to one of your forums, please message us at mailbox 218-0241.

>>>>>>>>>>>>>>>>>>
DISTRIBUTION LISTS
>>>>>>>>>>>>>>>>>>

Your telephone probably has an autodialer to help you speed dial a number. Your car radio has push buttons for quickly selecting a station. So why don't you use MCI Mail Distribution Lists? They are free and a big time saver!

A Distribution List is a list of electronic mail, telex, postal and fax address, stored either on MCI Mail, or in your communications program (Lotus Express, or LAN based package connected to MCI Mail).

MCI Mail offers two types of distribution lists: Private Lists and Shared Lists. Additionally, Lotus Express offers a list capability through its LISTS folder, and most LAN based e-mail programs with gateways to MCI Mail also offer a lists option.

Lotus Express lists are available only to the mailbox installed on the Lotus Express. The lists reside on the users PC instead of the MCI Mail network. Lotus Express lists are discussed in another section of this PEN. Any further discussion of lists in this section of the PEN refers only to Private and Shared Lists stored on the MCI Mail system.

Private Lists are distribution lists that are available only to the mailbox they are stored in. Only the mailbox user can create, alter or use the lists.

Shared Lists however, are "owned" by a single user, but can be used either by all MCI Mail subscribers, or by a select group of MCI Mail subscribers - determined by the "owner" of the Shared List.

>>>>>>>>>>>>>>>>>>>>>>>>>>>
WHY USE DISTRIBUTION LISTS?
>>>>>>>>>>>>>>>>>>>>>>>>>>>

1. If you create a list named "Bob", you will not need to remember his complicated X.400 or Internet address. You will be able to use "Bob" as the alias for his address.

2. If you create a list called "Managers", any one of your area managers will be able to send a message to all other managers on the list - without knowing the MCI IDs of the other managers.

3. If you create a list called "Glorias Fax", you will not need to remember her fax number each time you want to send her a fax.

4. If you create a list called "Project Delta", you will never forget to include a team member in any of the messages you send out.

5. If you create a list called "Clients", your service department will always be in touch with your customers, even if it does not know who they are.

In this PEN, we will explore creation of private Distribution Lists, Shared Lists, and (later), Lotus Express lists.

The addresses stored in a list may include MCI Mail addresses, EMS and X.400 addresses (addresses pointing to subscribers of LANS, mainframes as well as other electronic mail services), fax address, postal addresses and telex addresses.

A given list may include a variety of addresses. For example, a newsletter may be distributed by e-mail to PC users, Fax Dispatch to fax machines, and postal or courier hardcopy for others. All of the addresses could be contained within a single list.

Another option might be to have one list for e-mail users only, another for fax recipients, etc. Lastly, another distribution list would contain the only the names of the several separate lists (a lists of lists). In other words, a list named EMAIL might contain several MCI Mail and AT&T Mail addresses. Another list names FAX might contain a dozen fax addresses. A final list named DISTRIBUTION would contain only to names:

EMAIL
FAX

Any messages addressed to a list called DISTRIBUTION would be sent to all of the users on the EMAIL and FAX list.

Note that list name may be one or more words with a total length of 2 to 20 characters.

Organizations may choose to have several distribution lists, based on product lines, geographic regions or management levels. This allows for the sender to quickly and easily choose the audience for the particular message.

If you have 50 lists, each containing the sales persons in each state, you will also want to set up a 51st list containing the names of the other 50 lists. This will allow you to easily send messages to all of your sales people, state by state or nationwide.

>>>>>>>>>>>>>>>>>>>>>>>>>>>>
[PRIVATE] DISTRIBUTION LISTS
>>>>>>>>>>>>>>>>>>>>>>>>>>>>

If you often send messages (e-mail, telex, fax or hardcopy) to George Harris, you will find it easy to create a list (lets call it GEORGE) to simplify messaging in the future.

MCI Mail Displays	You type
Command:	create list
LIST name:	GEORGE
TO:	123-4567
123-4567 George Harris ABC Company New York NY	
TO:	{RETURN}
LIST GEORGE created Sun Jun 30, 1991 11:49 pm EDT.	
Command:	

As each To: appears, you may add another address. Individual addresses may be accompanied by options. For example, REceipt, PAper, ONite, CHarge may be used with an e-mail address:
To: 123-4567 (RE,CH:acct123)

If you would like to review the addresses already entered, type *R at the To: prompt. MCI Mail will list all of the addresses for your review.

To delete one of the addresses, simply press the hyphen followed by the address. For example:
- 123-4567

If you have entered a multiline address (fax, paper, X.400, EMS or telex), press the hyphen followed by the first line of the address to be removed. The name must exactly match, including upper and lower case. For example:
- Sam R. Smith

End entry of addresses into the list by pressing {RETURN} at the next TO: prompt.

Once a list has been created, it may be viewed by entering READ LIST {listname} or PRINT LIST {listname} at the Command: prompt.

To view lists in your account, type SCAN LIST. A report of the lists in your account will appear. It might look like:

LIST DIRECTORY

LIST Name	Members
clubs	25
DEMO	4
MAILING	179
test	3

The column Members refers to the number of entries in the list. If list DEMO consists of list names, Members will indicate the number of lists within DEMO - not the total number of recipients included in the 4 lists.

A private list may be deleted by typing DELETE LIST {list name} at the command prompt. MCI Mail will ask you to confirm your choice before deleting the list.

To use the above entered list, just type GEORGE at the TO: prompt after typing CREATE. MCI Mail will confirm that it has located the list called GEORGE, and will allow you to enter additional names or lists.

To assure the validity of a list, you may verify the list by typing VERIFY LIST at the Command: prompt. MCI Mail will prompt you for the name of the list. If all addresses seem ok, VERIFY will report "No errors detected". However, any invalid addresses (inactive MCI Mail IDs or invalid EMS addresses) will be listed. The VERIFY ONITE LIST command can be used to check that all ONITE hardcopy addresses have zip codes. Invalid addresses will need to be corrected with the EDIT LIST command before the list may be used.

>>>>>>>>>>>>
SHARED LISTS
>>>>>>>>>>>>

If you have a library of distribution lists, chances are that others in your organization may want to "borrow" your lists. MCI Mail allows you to "publish" your lists, and share them with other subscribers. You must be an ADVANCED user to own a Shared List (although BASIC users may use the list).

Shared Lists offer several benefits when compared to Private lists:

1. A single list name be used by the entire organization, reducing any duplication of effort.

2. New employees may be added, and former employees removed from a SHARED LIST without involving the users of the list.

3. All addresses in a SHARED LIST are fully confidential. Indeed, the receipts option can not be used with SHARED LISTS unless the owner of the list specifically arranged for it.

4. Use of the list can be limited to a select group of users is desired.

5. The owner of the list determines who (the owner or the user of the list) pays for sending a message.

Creation of a SHARED LIST involves four steps.

1. If access to the SHARED LIST is going to be restricted, another list, called the ACCESS LIST must be create first.

2. VERIFY the lists.

3. The SHARED LIST is then created.

4. The SHARED LIST is then published, and made available for general use.

1. Generally, you will want to create two lists - the Access List (we'll call ours MANAGERS) and the actual distribution list (we'll call ours EMPLOYEES). You may use the procedures described above (PRIVATE LISTS) to create the two lists. All members of the Access List must be MCI Mail subscribers. Fax, hardcopy and telex address in the Access List will be ignored. Although we are creating two different lists (MANAGERS and EMPLOYEES), it is also possible for both lists to be the same. For example, a Shared List called MANAGERS that may only be access by the managers themselves.

2. After your list[s] have been created, use the VERIFY command to assure the validity of the lists.

3. If access to the list is going to be restricted, you need to convert the list MANAGERS into an access list. If MANAGERS was previously established as an access list for another Shared List or bulletin board, proceed to the next step. Otherwise, type ENTER ACCESS at the Command: prompt. Then type CREATE {RETURN} followed by the name of the access list (MANAGERS) at the TO: prompt. At the next TO: prompt, press {ENTER} followed by LEAVE {ENTER} to return to the Command: prompt.

4. Lastly, type ENTER LIST {ENTER} at the Command: prompt. Then type SELECT followed by the name of the distribution list (EMPLOYEES). Then type PUBLISH {ENTER}. MCI will ask if you want access made available to all MCI Mail subscribers. If you enter N, you will be prompted for the name of the access list - enter MANAGERS. MCI will them asked if you (the owner) or the users of the list is to pay for messages sent to the list. Finally, type LEAVE {ENTER} to return to the Command: prompt.

Although you have completed your work, the MCI Mail network needs some "house keeping time" before the shared list is fully operational - sometimes as long as an hour.

This is an example of the dialogue you might see for steps 2-4 when establishing a shared list:

```
Command: VERIFY LIST MANAGERS      <-------------Step 2
No errors detected.

Command: VERIFY LIST EMPLOYEES
No errors detected.

Command: ENTER ACCESS              <-------------Step 3

Access command: CREATE
Access List name: MANAGERS

CREATE ACCESS LIST
Member:   MANAGERS
(Address LIST: managers)
```

Only MCI Mail electronic addresses from "managers" will be copied
into this access list.

Copying complete. You may continue entering names.
Member:
Access List MANAGERS created Sun Jun 30, 1991 10:50 pm EST.

Access command: LEAVE

Command: ENTER LIST <------------Step 4

List command: SELECT EMPLOYEES
Now using EMPLOYEES.

List command: PUBLISH
Do you wish to allow all MCI Mail subscribers access to this list?

Yes or No: NO
Access List name: MANAGERS
Owner pays? NO
One moment please; your Shared List is being published.

Shared List employees published on Sun Jun 30, 1991 10:50 pm EST.

List command: LEAVE

Command:

To use the list, put (LIST) after the name of the shard list when creating a message. For example:

To: EMPLOYEES (list)

If you find that you do not have access to the list, MCI Mail will inform you that access is denied. You may send a message to the owner of the list requesting access to the shared list by addressing it as the shared list name followed by (OWNER)

To: EMPLOYEES (owner)

If you want to use a shared list, but are not sure of the complete name of the list, you may use the FIND LIST command if you remember the at least the first word in the name of the list.

Please note that BASIC users may use, but may not own a shared list. If you have BASIC service but would like to own a shared list, please send a message to mailbox 218-0241, asking to have your service converted to ADVANCED. There is no charge for the upgrade.

>>>>>>>>>>>>>>>>>>>>>
UPLOAD ADDRESS FORMATS
>>>>>>>>>>>>>>>>>>>>>

Every message sent through MCI Mail consists of two components - the envelope (addresses) and the text. The addresses may be entered at the time the

message is created, or may be stored in private, shared and access lists for future use.

Addresses are entered at the To: or CC: prompts. MCI Mail always assumes address to be an MCI ID or private list name unless told otherwise. When entering a few addresses, typing them online is simple and quick.

However, if your list is going to consist of a large number of address, you may prefer to upload them from a disk file that may have previously been created by a database or word processing program.

To upload an address file, type /UPLOAD ON at the To: prompt. MCI Mail will prompt you with the text:

Ready to receive address file. Type /UPLOAD OFF to end.

Now, instruct your communications program to upload the file. Be sure the protocol is set to ASCII or TEXT, and that XON/XOFF is enabled. When the upload is complete, type /UPLOAD OFF.

MCI Mail will review the addresses, and provide a count of the total number of addresses uploaded, as well as the total number of addresses deliverable. If any messages are not deliverable, MCI Mail will give you the option of using only the valid address, or completely ignoring the entire file.

The format of the upload file, illustrated below, is fairly straight forward. Leave one blank line between addresses.

Some examples of valid addresses are:

```
John Brown
ABC Corp.
100 Candleglow
Suite 100
San Antonio, TX  78239

John Brown
76-16 Yamate-cho
Yokohama 231-19
Country:  Japan                    <-----Use Country: for foreign addr

John Brown (paper)
Company: ABC Corp.                 <-----optional
Line 1: 105 Uptown Terrace
Line 2: Suite 451                  <-----optional
City: Minneapolis
State: MN
Code: 11223

To: Peter Beal (fax)
Faxno: 202-123-9876
Retry: 2.5                         <-------optional
Company: ABC Corporation           <-------optional
Sfax: 202-321-4567                 <-------optional
Sphone: 202-555-1345               <-------optional
```

```
Peter Beal (fax)
Faxno: 202-123-9876
Alt: fax                          <-----deliver to a second fax
Alt: faxno: 703-345-2345          <-----if the first one is busy

Peter Beal (fax)
Faxno: 202-123-9876
Alt: paper                        <-----deliver to a postal address
Alt: line1: 123 Main St           <-----if it can not be delivered
Alt: line2: #3                    <-----to the fax number provided
Alt: city: Dallas
Alt: state: TX
Alt: code: 77154


Peter Beal (fax)
Faxno: 202-123-9876
Alt: Telex                        <-----deliver to a telex address
Alt: Country: 842                 <-----if it can not be delivered
Alt: Telex: 679123                <-----to the fax number provided
Alt: Answerback: 679123mciml uw   <-----optional

Peter Beal (fax)
Faxno: 202-123-9876
Alt: ems                          <-----deliver to an X.400 address
Alt: ems: Telemail                <-----on Telemail if it can not be
Alt: mbx: SU=Beal                 <-----delivered to the fax number
Alt: mbx: GI=Peter                <-----provided
Alt: mbx: OR=Telenet

Peter Beal                        <-----telex without keywords
TLX: 84266847 66847 ABCCO F

Peter Beal (telex)                <-----telex address with keywords
Country: 842
Telex: 66847
Answerback: 66847 ABCCO F

Tom Jones/ABC Company             <-----MCI Mail formal name

TJONES/Plymouth MA                <-----MCI Mail user name

123-4567                          <-----MCI Mail ID (best choice!!!)

Staff                             <-----private list

Employees (list)                  <-----shared list


>>>>>>>>>>>>>>>>>>>
LOTUS EXPRESS LISTS
>>>>>>>>>>>>>>>>>>>
```

One of the more exciting, but frequently overlooked features of Lotus Express is its lists capability.

Of course Lotus Express users can make use of private and shared lists when

addressing a message. However, Lotus Express is fully capable of storing your private lists for you in a folder called (what else?) LISTS.

Creation of a list to be stored in the LISTS folder is a two step process.

First, prepare to create a new message in the usual fashion:

```
{ALT}{SHIFT}R           <-----bring up the reader
{F10}C                  <-----create a new message
```

At the To: prompt, enter the address[es] as you normally would. These addresses may include e-mail, fax, postal and telex. When all members of the list have been entered, press {RETURN} at the next To: prompt.

At the Subject: prompt, type in the name of the list. The name may be one or more words long - choose a name that clearly identifies the list.

Then press {F10}Options Make list. The list is now in the LISTS folder.

When creating a new document, you may use the list by pressing {F9}List at the To: prompt, scrolling up or down to the desires list and pressing {ENTER}.

Like private distribution lists stored on line, Lotus Express list may be as short as one address long... providing Lotus Express will an alias (nickname) addressing capability.

>>>>>>>>>>>>>>>>>>>>>
NEW/LOWER TELEX RATES
>>>>>>>>>>>>>>>>>>>>>

On April 1, 1991, MCI Mail lowered rates for intra-network domestic telex service to the United States by 13%. Additionally, telex rates for messages destined to Puerto Rico decreased by an average of 37%.

Information about the new rates appears below:

Domestic United States

To MCII	$ .65
To Graphnet	$3.36
To other carriers	$1.09

Puerto Rico

To MCII	$1.66
To other carriers	$1.75

>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>
NORDSTROM SUPPLIERS USE MCI MAIL
>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>

In the late 1880's, 16-year-old John W. Nordstrom left northern Sweden for the United States, taking with him a small inheritance from his father and his first real suit of clothes. He arrived in New York with five dollars in his

pocket and unable to speak a word of English. He fit right in. But his tireless ambition led him through a variety of adventures, including gigs in mines and logging camps across the U.S. In 1901 Nordstrom finally settled down in Seattle, WA, where he entered into a partnership for a shoe store. The first day's receipts came to $12.50. Today, that shoe store has grown to become the largest independently owned fashion specialty store in America, with annual sales in excess of $2.9 billion, and 64 stores in operation nation-wide. And while most retail stores today are suffering from severe financial woes and in some cases bankruptcy, Nordstrom continues to expand its markets.

Nordstrom credits its success to the unique inventory its stores carry. Nordstrom has become known as the place to shop for distinctive fashion. Unlike any other store, Nordstrom has a decentralized buying network. Each region has an independent set of buyers that select merchandise for its area. Nordstrom's reasoning is simple: each market has its own tastes. What sells in California won't necessarily sell in Virginia. Thus, each region caters to the local whims of its consumers, and as a result, no two Nordstrom stores are alike.

But that's not all that keeps Nordstrom customers coming back. The company's customer service is legendary, and Nordstrom employees receive considerable recognition for performing 'heroics' -- good deeds for customers that go above and beyond the call of duty. Nordstrom lives by the golden rule that the customer is always right even when he/she is flat out wrong. And it's standard policy to honor all returns with no questions asked. Need a tie delivered to your office? A Nordstrom personal shopper will be right there.

Nordstrom, the nation's leading specialty retail store, announced that it will encourage its vendors to communicate with Nordstrom buyers using MCI Mail by using V.I.P. Express, an electronic messaging network that will facilitate communications between more than 20,000 vendors and thousands of Nordstrom employees.

In addition to electronic messaging, vendors will be able to verify over the MCI Mail link the status of purchase orders and invoice payments. The objective of the project is to provide additional communication mechanisms for vendors so that they can work more efficiently with the retailer.

V.I.P. Express provides an element of EDI. Through the V.I.P. Express electronic mail link, which features a customized version of Lotus Express, queries to the Nordstrom mainframe will inform vendors of purchase order status and shipping dates as well as invoice information. Vendors will receive a reply message within minutes after having sent in an inquiry. This will enhance the movement of merchandise from the vendor to the stores.

>>>>>>>>>>>
POWER USER
>>>>>>>>>>

If you remember the discussion of FAX132 in the last issue of the PEN, we stated that your letterhead graphics can not be used on 132 column faxes.

That does not mean that you can not have a company logo appear on your fax!

You can register your company logo, or any other graphic you desire as a

signature graphic. Of course it will need to be reduced sufficiently to fit into the signature block on the graphics registration form. Once the "signature-logo" is registered, it can me made to appear on the FAX132 messages.

Indeed, the same technique can be used for page 2 letterhead for all faxes and hard copy messages. For example, your letterhead graphic will normally appear on page 1 (and only page 1) of fax and hardcopy messages.

However, by starting each subsequent page with:
/SIGNED/
in the top left corner, your signature-logo can appear on pages 2-n.

Be sure to use the command
SIGN:xxxx
(where xxxx is the name of the signature-logo) at the Handling: prompt to specify the signature-logo to be used.

>>>>>>>>>>>>>>
TILL NEXT TIME
>>>>>>>>>>>>>>

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